User's Guide
Antispam- Tool

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Preface

To protect your mailboxes against spam mails and phishing mails (fraud mails), arvato systems provides you a new, very flexible spam filter. All incoming spam mails will be blocked on the incoming-gateway and will be stored for 45 days. The user has the possibility to check his personal junkbox anytime over his web browser and has the possibility to reprocess blocked mails by himself. The User has also the opportunity to configure his personal blacklist (mailsender, which should be generally blocked) and whitelist (mail senders that should never be blocked). Within this user guide, we explain the usage of this modern Antispam-Tool.

The spam filter differentiates four variations of spam mails:

1. Spam:
If the filter determines a message as junk, it will be categorised as spam.

2. Likely Spam:
Spam mails and messages that most likely contain spam will be categorised as “likely spam”.

3. Phishing mails:
Fraudulent messages will be categorised as “Phishing”. In most times, they contain false URL-links, which forward the user to wrong websites which looks very authentic as the home banking site. The sender tries to get the accounting data from a user and tries to use it for criminal purposes.

4. Likely Phishing:
Fraud mails and messages that likely contain fraud-content, but the filter is not 100% sure about the results. These mails will be categorised as “Likely Fraud”.

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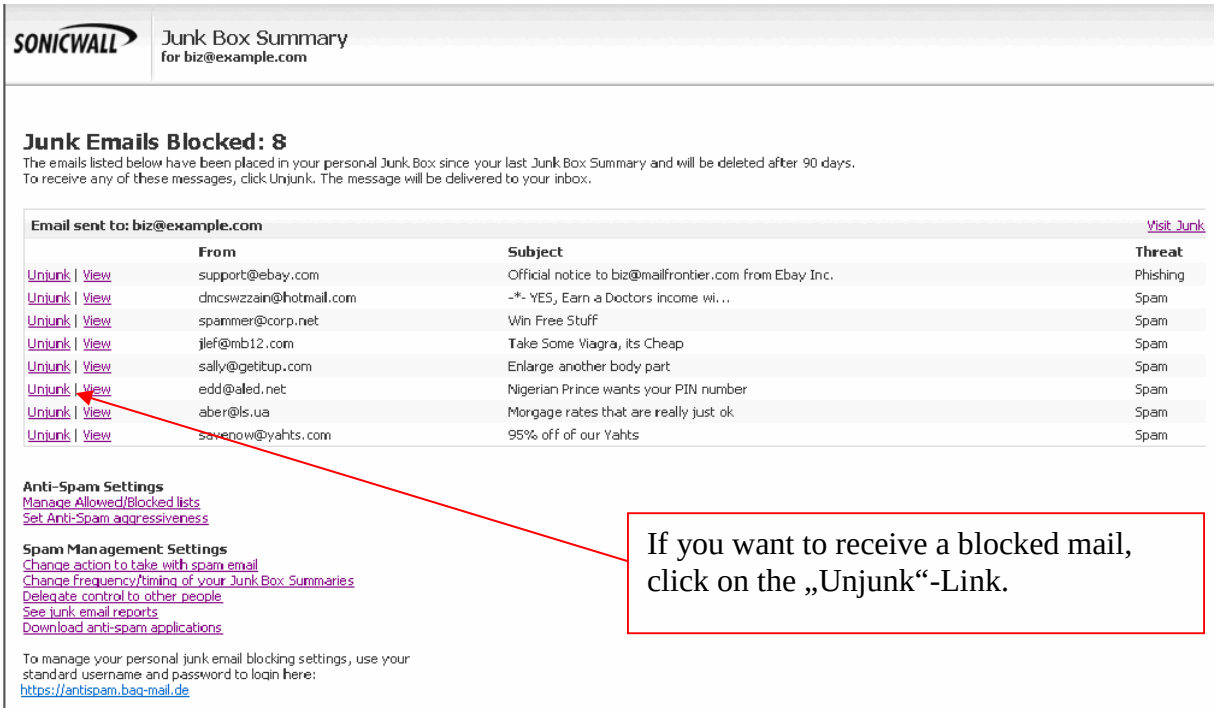
1. Logon and Logoff to your personal Junk Box

1.1 Junk Box Summary Mail:

If the Antispam-Tool determines a message is junk or fraud, it stores it in a Junk Box. Consequently, the user periodically gets an overview about his personal blocked mails called "Junk Box Summary":

If you unjunk a message, the sender address will be automatically added to your personal whitelist (=list of allowed sender addresses).

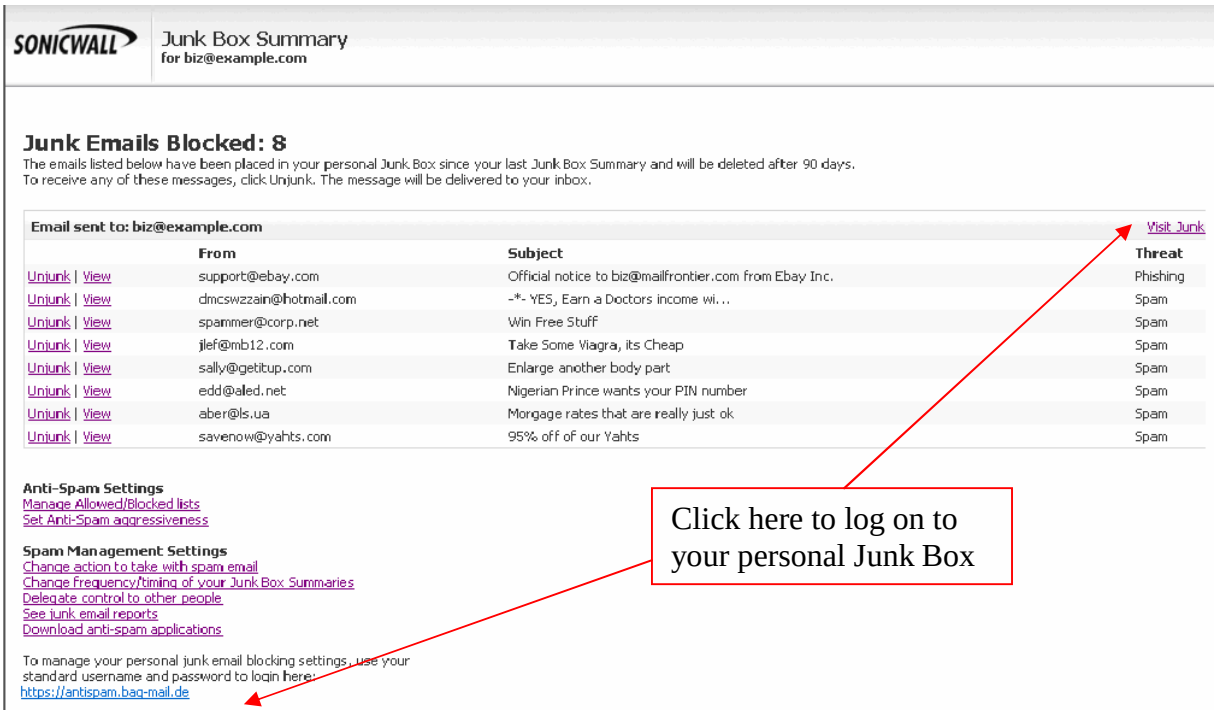

SONICWALL
Junk Box Summary
for biz@example.com
Junk Emails Blocked: 8
The emails listed below have been placed in your personal Junk Box since your last Junk Box Summary and will be deleted after 90 days.
To receive any of these messages, click Unjunk. The message will be delivered to your inbox.
Email sent to: biz@example.com
Visit Junk
From
Subject
Threat
Unjunk | View support@ebay.com Official notice to biz@mailfrontier.com from Ebay Inc. Phishing
Unjunk | View dmcswzzain@hotmail.com -*- YES, Earn a Doctors income wi... Spam
Unjunk | View spammer@corp.net Win Free Stuff Spam
Unjunk | View jlef@mb12.com Take Some Viagra, its Cheap Spam
Unjunk | View sally@getitup.com Enlarge another body part Spam
Unjunk | View edd@aled.net Nigerian Prince wants your PIN number Spam
Unjunk | View aber@ls.ua Morgage rates that are really just ok Spam
Unjunk | View savenow@yahts.com 95% off of our Yahts Spam
Anti-Spam Settings
Manage Allowed/Blocked lists
Set Anti-Spam aggressiveness
Spam Management Settings
Change action to take with spam email
Change frequency/timing of your Junk Box Summaries
Delegate control to other people
See junk email reports
Download anti-spam applications
To manage your personal junk email blocking settings, use your standard username and password to login here:
https://antispam.bag-mail.de
If you want to receive a blocked mail, click on the „Unjunk"-Link.

If you want to receive a listed mail, which was blocked for you, you can click on the "Unjunk"- link as shown in the picture. The mail will then be resend to you personal Inbox.

1.2 Logging In to your Junk Box:

You have the opportunity to check your Junk Box anytime and anywhere if you log on to the webbased Junk Box:

To logon to your personal Junk Box, you can click on the link, which you can find in your "Junk Box Summary"-Mail:


SONICWALL
Junk Box Summary
for biz@example.com
Junk Emails Blocked: 8
The emails listed below have been placed in your personal Junk Box since your last Junk Box Summary and will be deleted after 90 days.
To receive any of these messages, click Unjunk. The message will be delivered to your inbox.
Email sent to: biz@example.com
Visit Junk
From
Subject
Threat
Unjunk | View support@ebay.com Official notice to biz@mailfrontier.com from Ebay Inc. Phishing
Unjunk | View dmcswzzain@hotmail.com -*- YES, Earn a Doctors income wi... Spam
Unjunk | View spammer@corp.net Win Free Stuff Spam
Unjunk | View jlef@mb12.com Take Some Viagra, its Cheap Spam
Unjunk | View sally@getitup.com Enlarge another body part Spam
Unjunk | View edd@aled.net Nigerian Prince wants your PIN number Spam
Unjunk | View aber@ls.ua Morgage rates that are really just ok Spam
Unjunk | View savenow@yahts.com 95% off of our Yahts Spam
Anti-Spam Settings
Manage Allowed/Blocked lists
Set Anti-Spam aggressiveness
Spam Management Settings
Change action to take with spam email
Change frequency/timing of your Junk Box Summaries
Delegate control to other people
See junk email reports
Download anti-spam applications
To manage your personal junk email blocking settings, use your standard username and password to login here:
https://antispam.bag-mail.de
Click here to log on to your personal Junk Box

You can also logon by click the following link in your web browser:

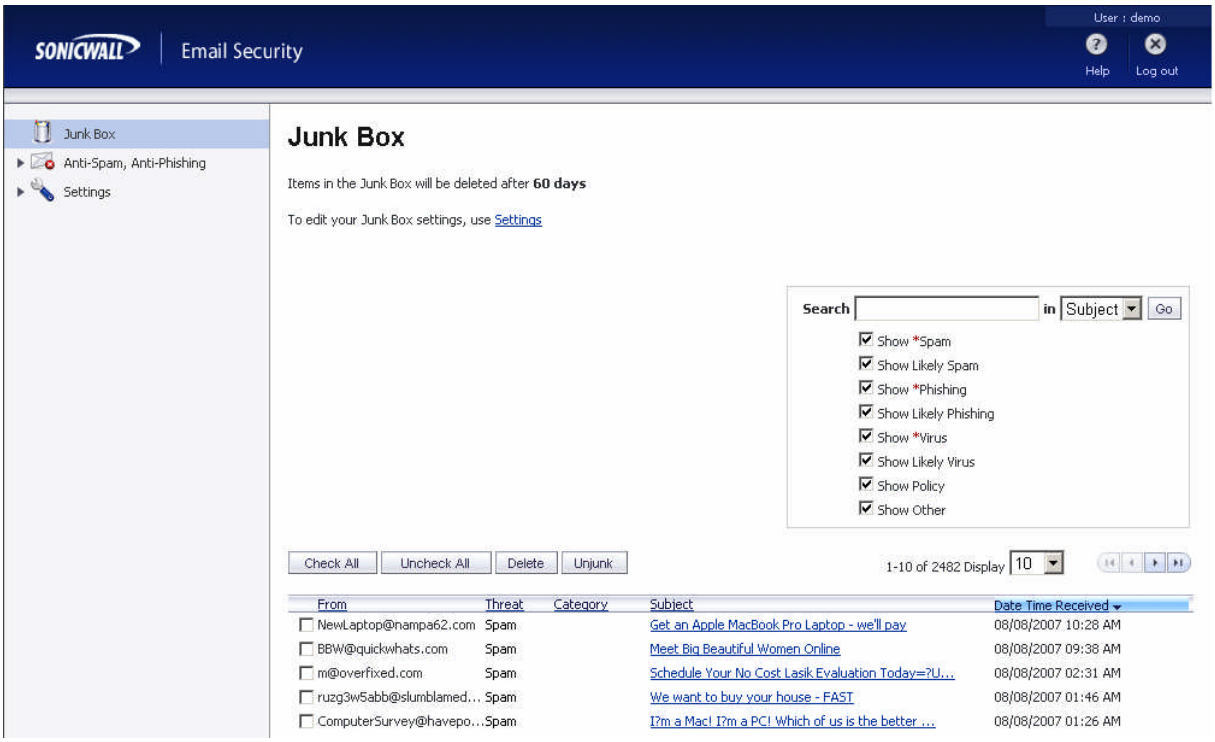
https://antispam.bag-mail.de

1.3 Log In Account:

Please type your **user name** and **password** (choose your correct logon domain). Please use the **same logging account as you use to log in to your mailbox**:

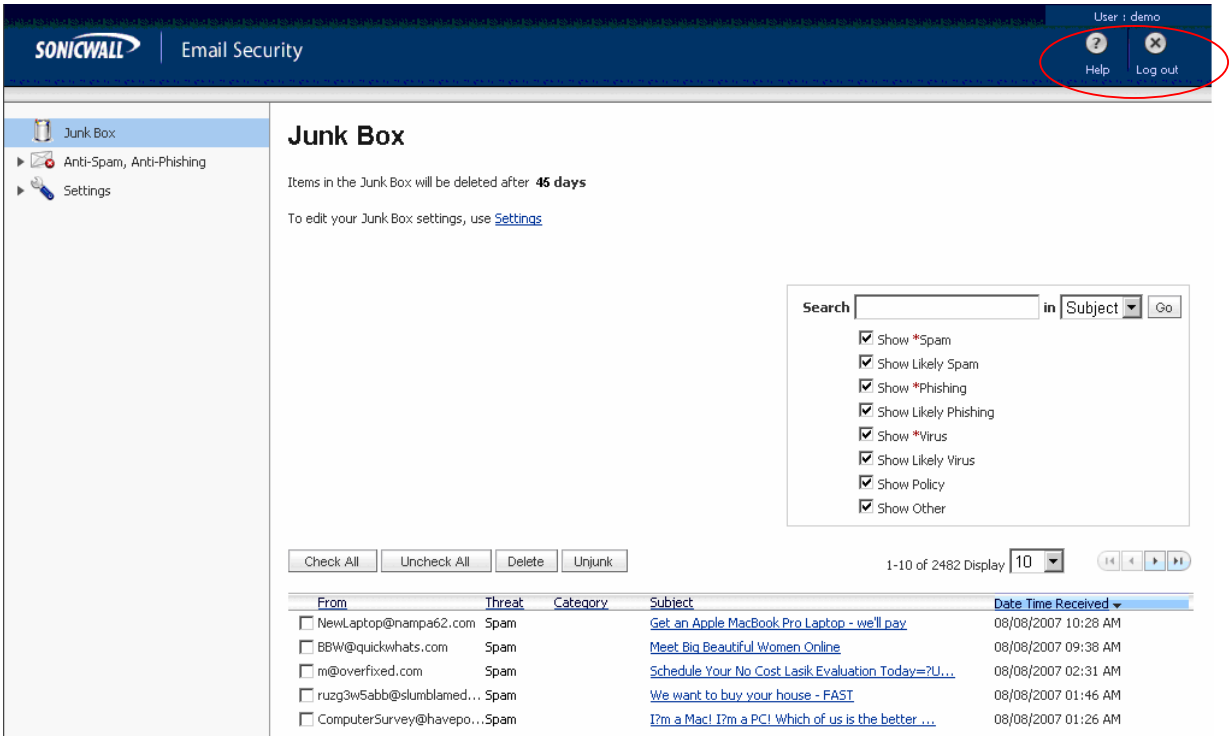
Note: Disable your browser's pop-up blockers before using the Junk-Box-Login, because many of the windows are pop-up windows!

After you've logged in correctly, you are connected to your personal Junk Box, where you can see all your blocked mails:



1.4 Logoff

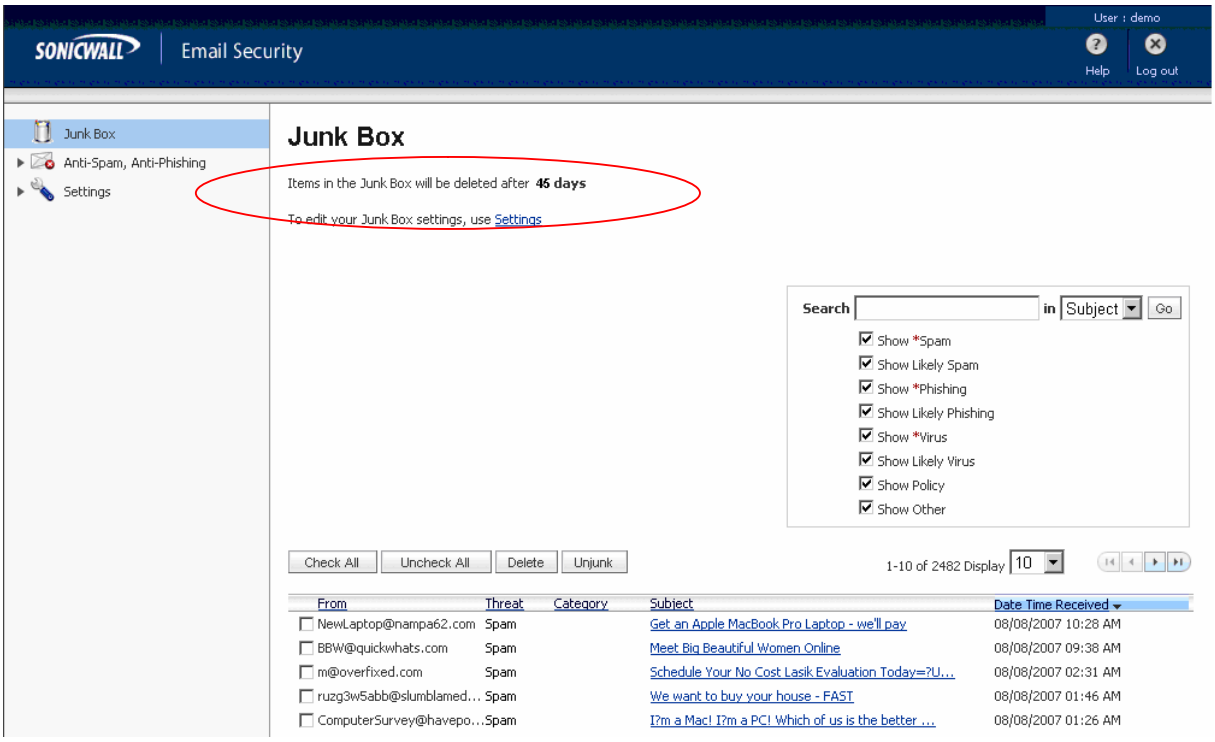
You can logoff from your Junk Box, if you click on the “sign Off” button on the upper right site:



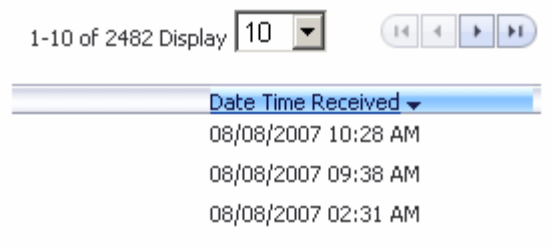
You can also sign off by closing the window directly.

2. Junk Box

In the lower part of the Junk Box window, you see a list of all your blocked mails. The blocked emails will be stored for 45 days on the server, then they will be deleted automatically.

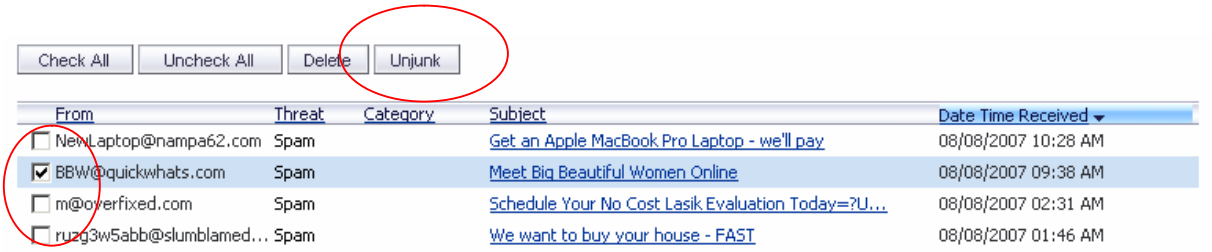


You have the possibility to configure the numbers of the shown mails per site by your own. The other way is to use the forward/backward buttons to go to all of your blocked mails:



2.1 Reprocessing blocked Mails

If you like to receive blocked mails from the quarantine folder, you can first checkmark the wanted mails and then click on “Unjunk” The checkmarked mails will be resent immediately to your inbox:

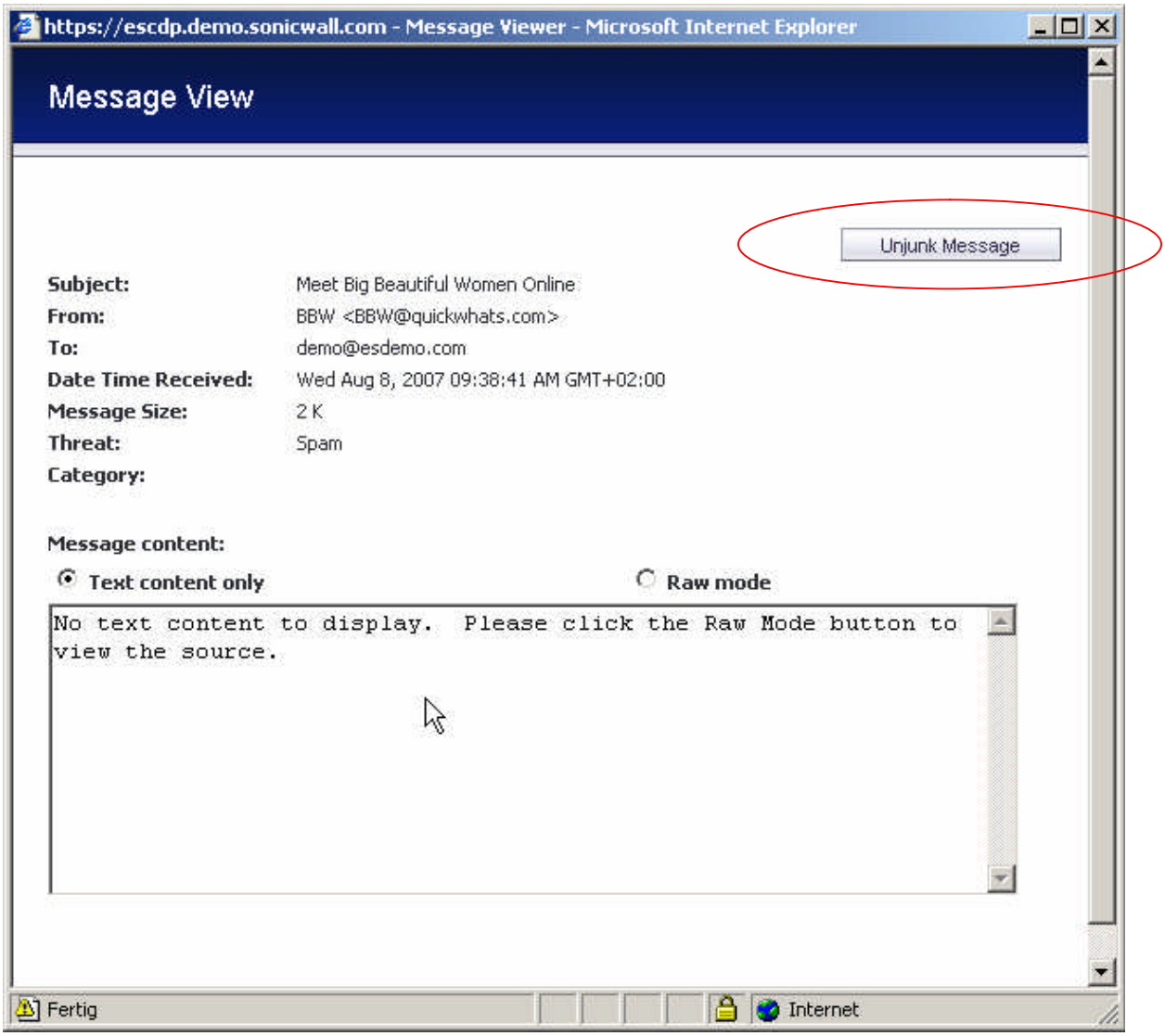


Note: As soon as you activate the „Unjunk“-button for a blocked mail, the sender address will be automatically added to your personal whitelist. That means that all mails coming from this sender address will never be blocked again.

2.2 View of the content blocked mails

If you want to check the content of a blocked email, you can see the text by clicking the „Subject“-link:

If you want this mail to be delivered to your inbox, click the „Unjunk Message“-button. The sender address will automatically be added to your personal whitelist.

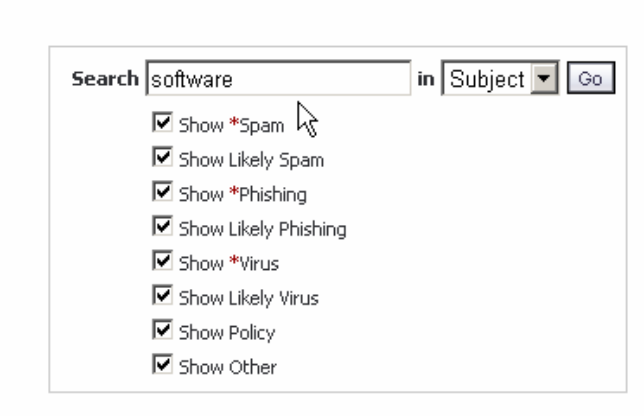


Note: The preview of the text is safe. Therefore only the text will be visible, no pictures can be downloaded in this preview pane. The spam-sender will not be informed that the mail was opened and that your mail address is active.

2.3 Search Function

If you have a huge number of mails blocked in Junk Box, you can use the search function to find easily all mail items. This function is not case sensitive:

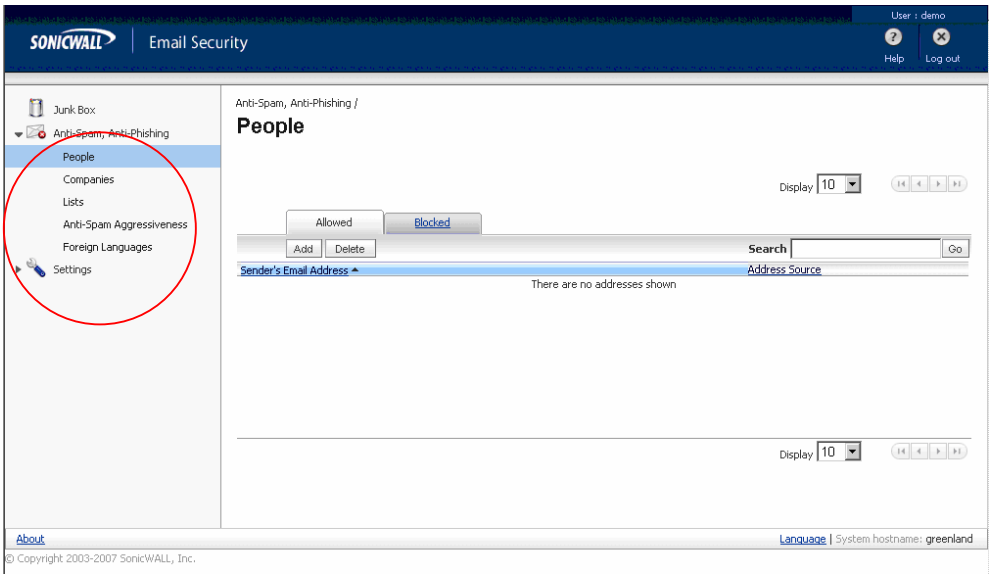
Example: You want to see all mails, which contains the word „software“ in the subject-field:



3. Anti-Spam Techniques

Managing Allowed and Blocked Lists

Use the Anti-Spam techniques window to create your own lists of senders from whom you want to allow and block email. The tool provides separate lists for people, companies (domains), and mailing lists. For each type of list, click the allowed and blocked tabs to see the different allowed and blocked lists:



Note: An email address or domain cannot be simultaneously on the allowed and blocked lists. If you add an address in one list that already exists on the other, the tool removes the address from the first list.

On the left side you can choose the level, on which you change the Allowed or Blocked email lists.:

- People (single sender addresses)
- Companies (for complete maildomains)
- Lists (for distribution sender addresses, i.e. for newsletter. mailing lists are typically addressed to a mailing-list email address, rather than to the actual recipient. Thus, in the list page, the allowed recipient list is the **To** list.)

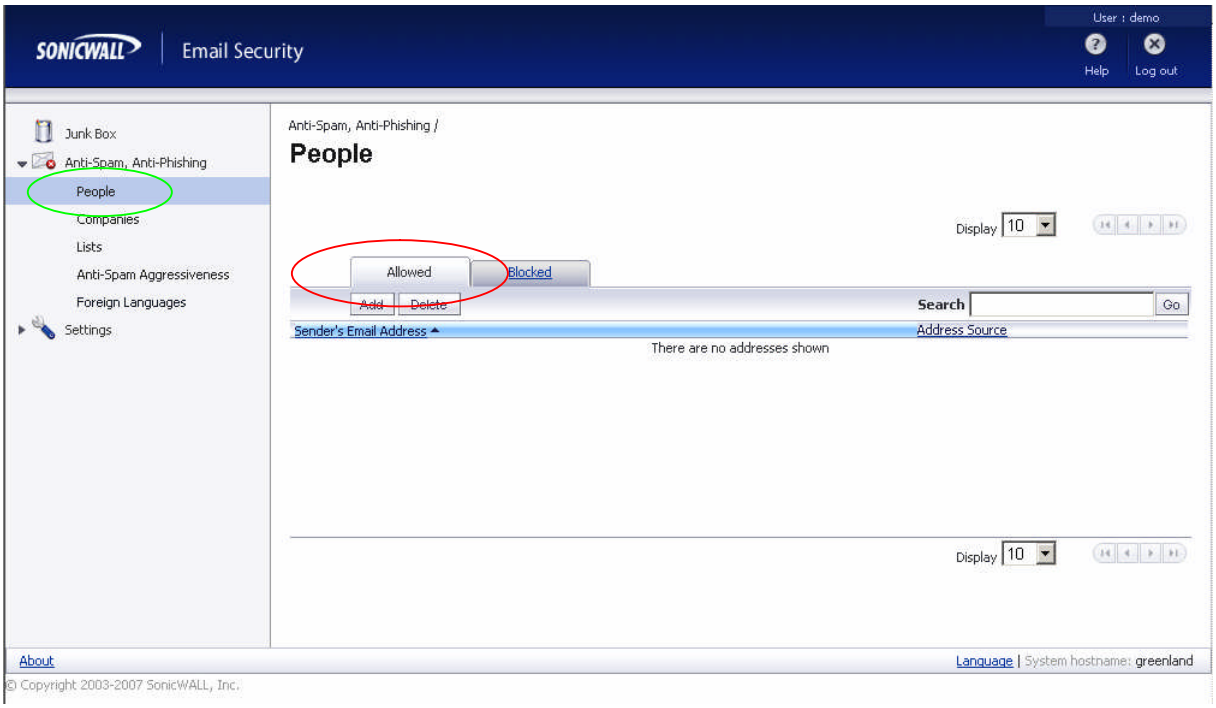
Level People:

On the level „People“, you can allow or block single sender addresses

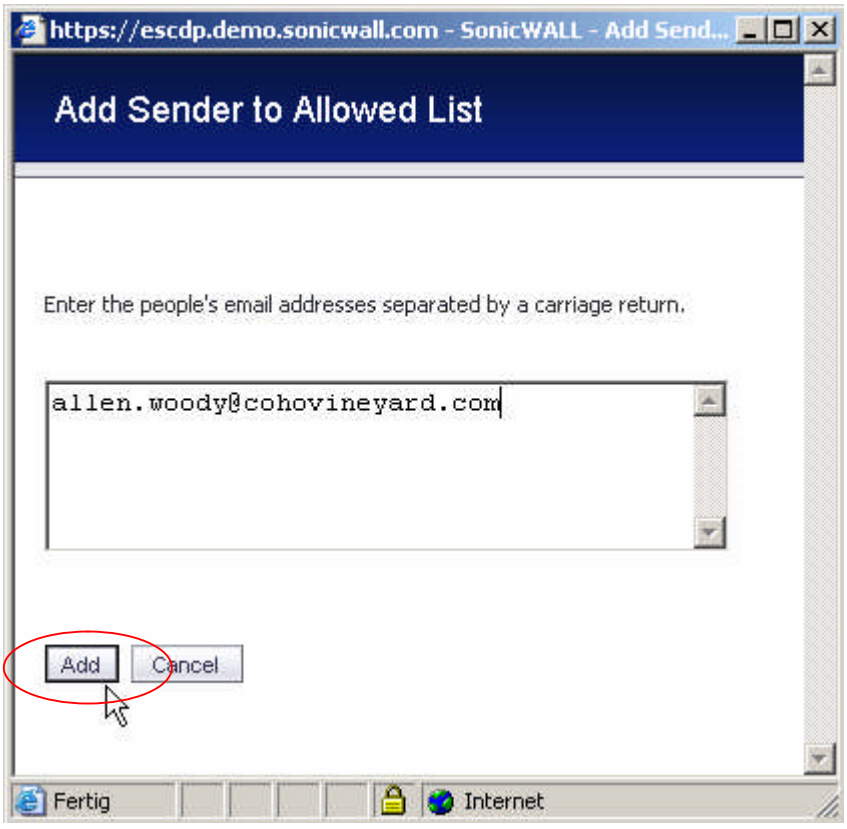
a) allow
1. click on the tab „allow“
2. click on tab „add“
3. enter the email-address from the sender
4. confirm the change with a click on tab “add”

Example: You’d like to add the sender allen.woody@cohovineyard.com

1. Open the tab „Allow“



2. Click on „Allowed“
3. Fill in the sender address:



5. Click on „Add“

b) Blocked:

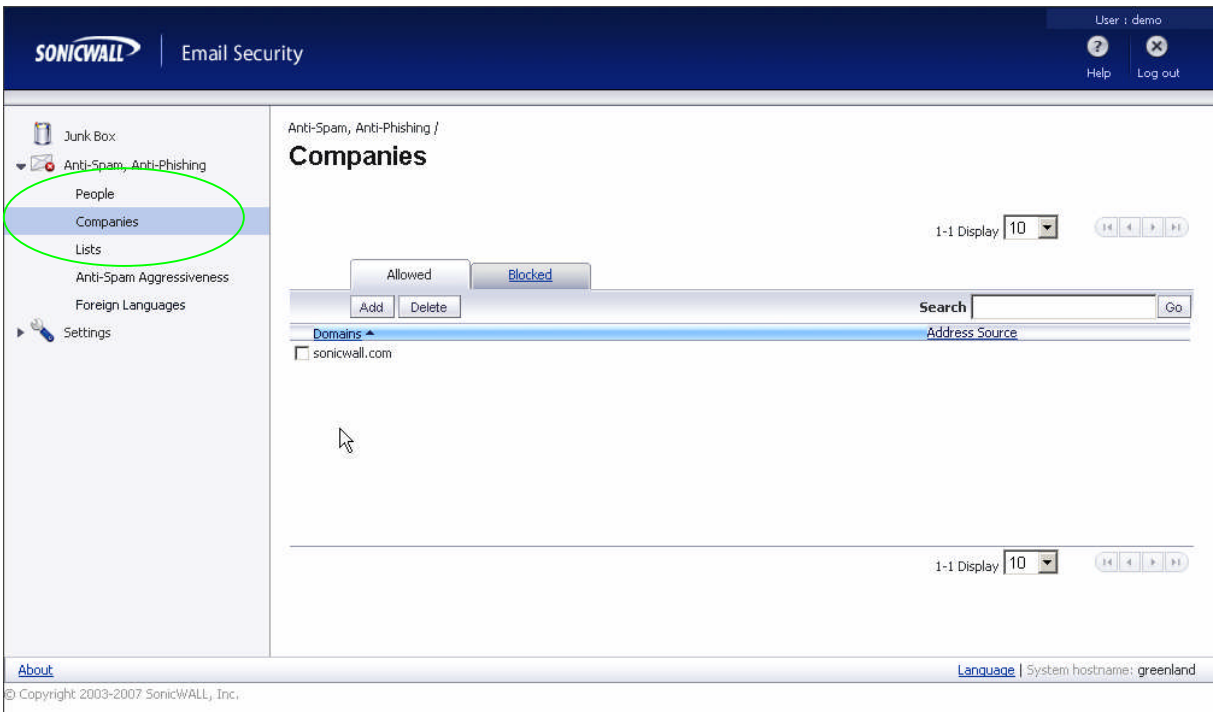
Below the tab „Blocked“ (= Blacklist) you can add all sender addresses, which you don’t want allow to send mail to you (Repeat Step 2-5 as shown under “Allow”).

Level Companies

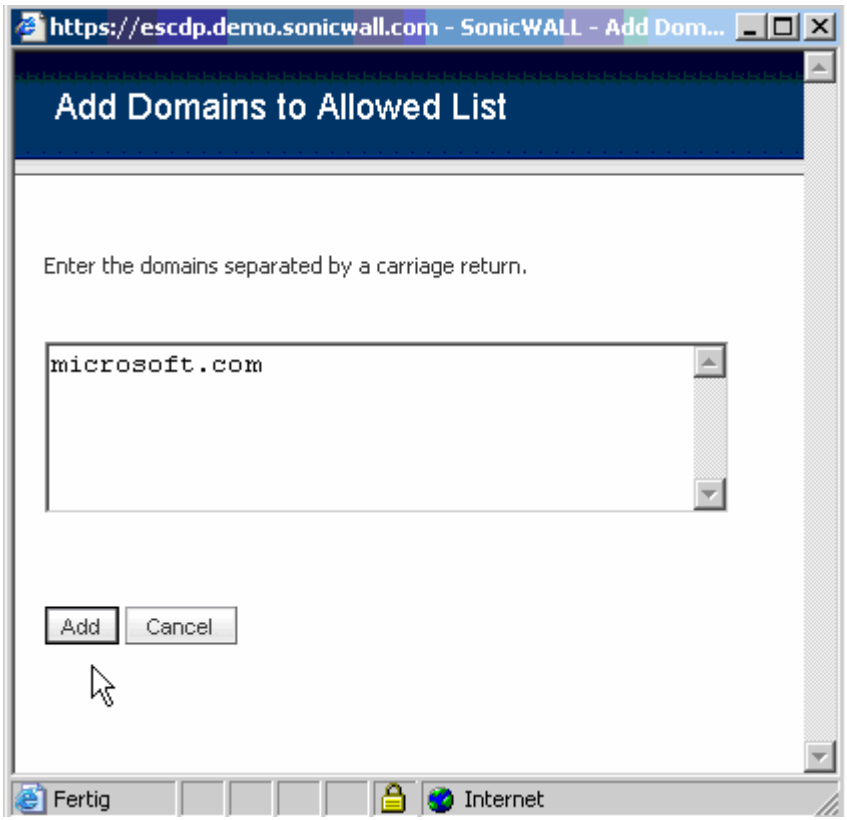
On the level „Companies““ you can allow or block complete mail domains.

Example: You want to allow mails from the mail domain microsoft.com:

1. Click on „Companies“



2. Choose the tab „Allow“
3. Click on „Add“ and type in microsoft.com



4. confirm with a click on „Add“.

Specify full domain names in this format: example.com or example.gov. Domain names such as .gov or .com are not valid entries.

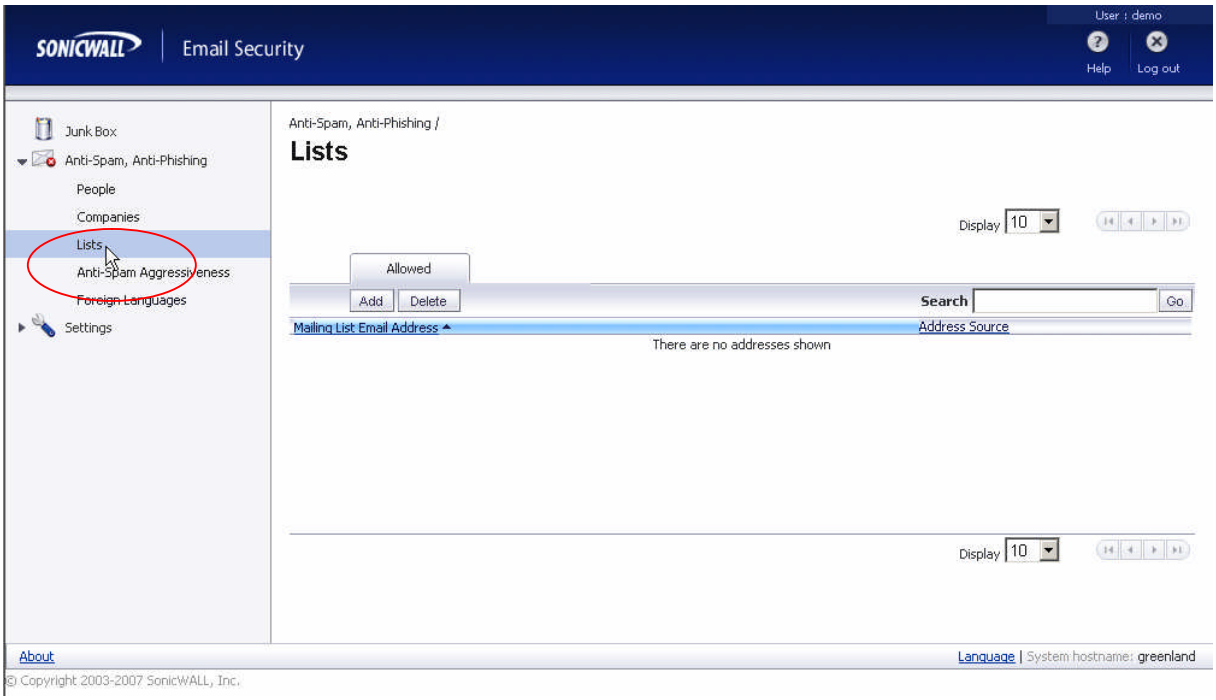
Note: Please be careful with whitelisting complete mail domains. Because it's easy for spammers to fake sender addresses, they sometimes use email addresses from famous companies. If you enter a famous mail domain like yahoo.com or aol.com to your whitelist, you may open the spam filter for spam mails.

Level Lists:

On the level „Lists“ you can add mailing lists to your personal allowed list of senders.
Add lists to the Allowed Lists:

1. Click on **Antispam-Techniques** button:

2. Click on the level "**Lists**":



3. Click on „**Add**“ to add mailing lists to Allowed Lists.
4. Enter the address of the list.
5. Enter a carriage return between each list.
6. Click “**Add**”

Note: Email messages from mailing-list servers do not always come from the same email address or FROM: field in the address. The email messages are from the person who posted the message to the list-server and the message is to (TO) the mailing list. The list section looks at both the FROM: and TO: fields and allows only mailing-list mail.

4. Settings

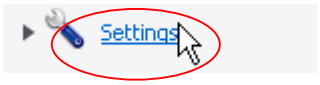
Settings allow you to define delegates and various options about your daily “Junk Box Summary” Mail:

4.1 Delegates

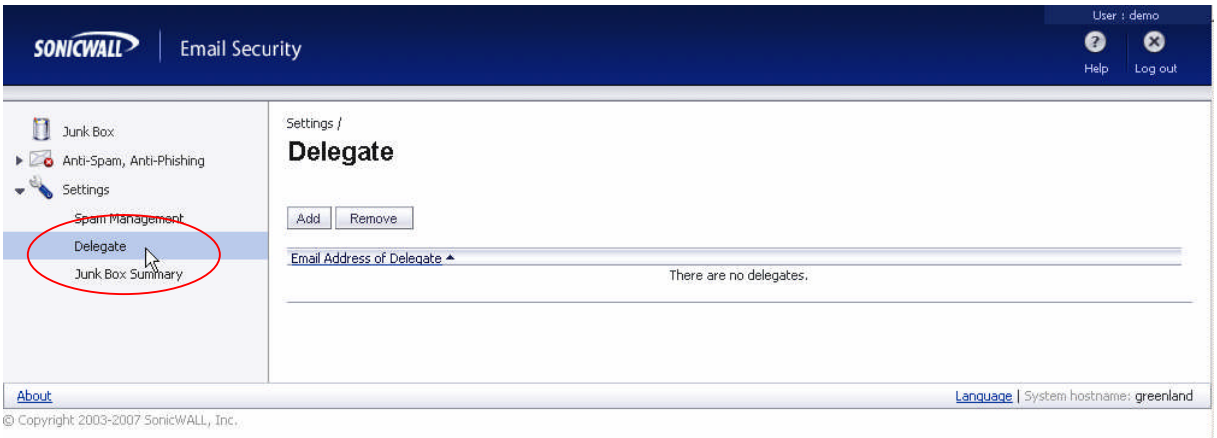
If you are out of office for a longer time period, you can authorize one ore more users to check your personal Junk Box.

Example: You define Andreas.Sawitzki@bertelsmann.de as the delegate for your Junk Box

1. Click on „**Settings**“ to open the right Webpage:

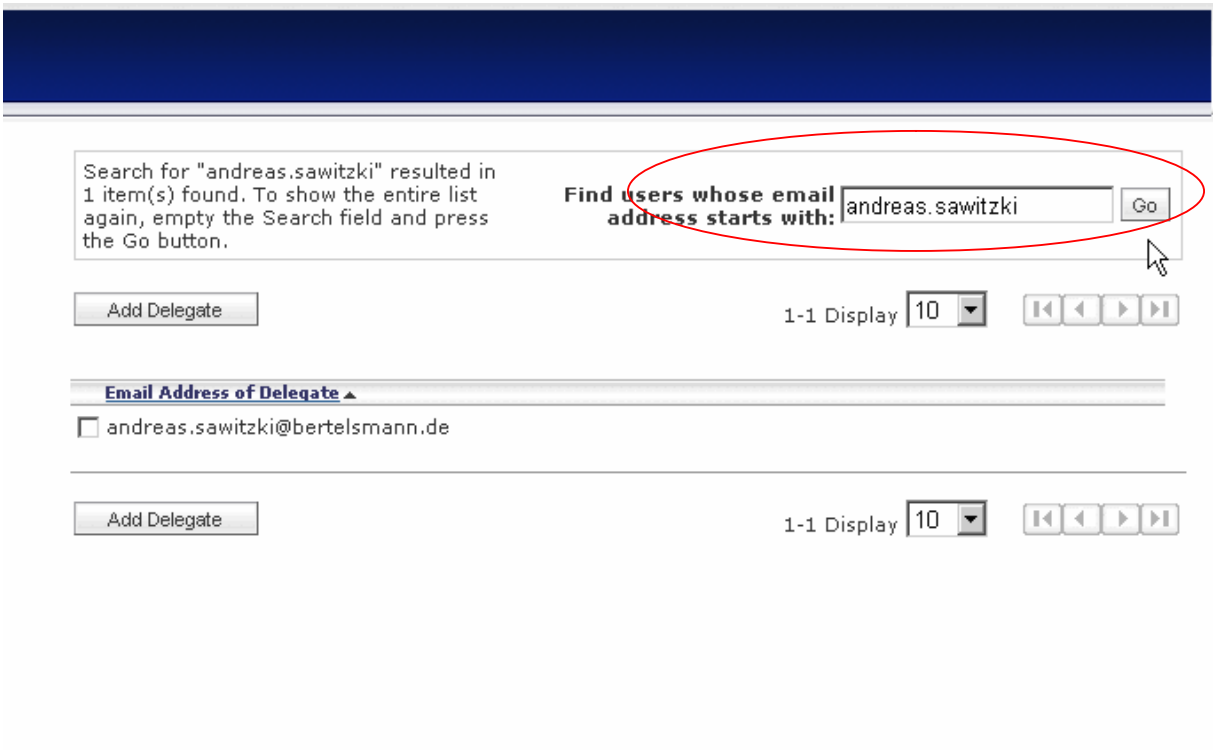


2. Click on „**Delegate**“:

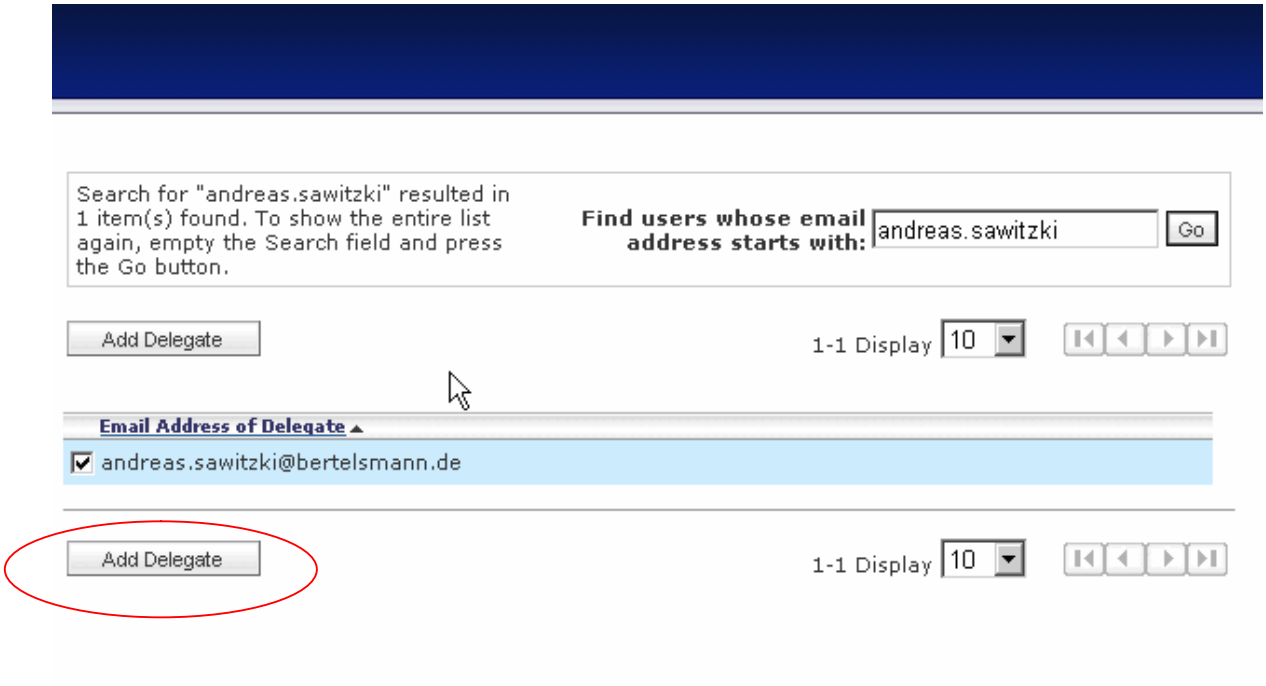


3. Click the „**Add**“ button:

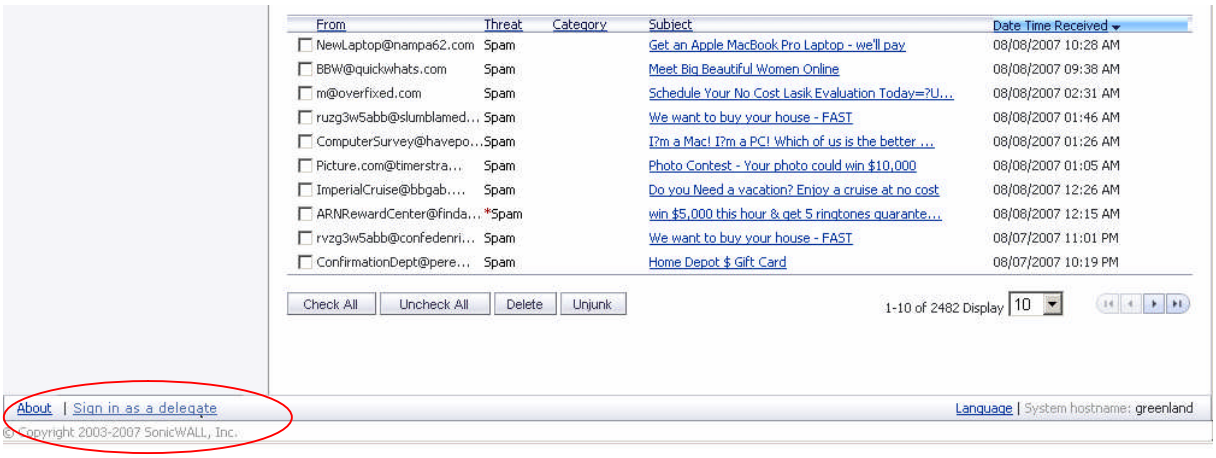
4. A new window opens. Type in the mailaddress of the user : click the “**Go**” to find the right person:



5. Checkmark the delegate person and confirm your choice with a click on „Add delegate”



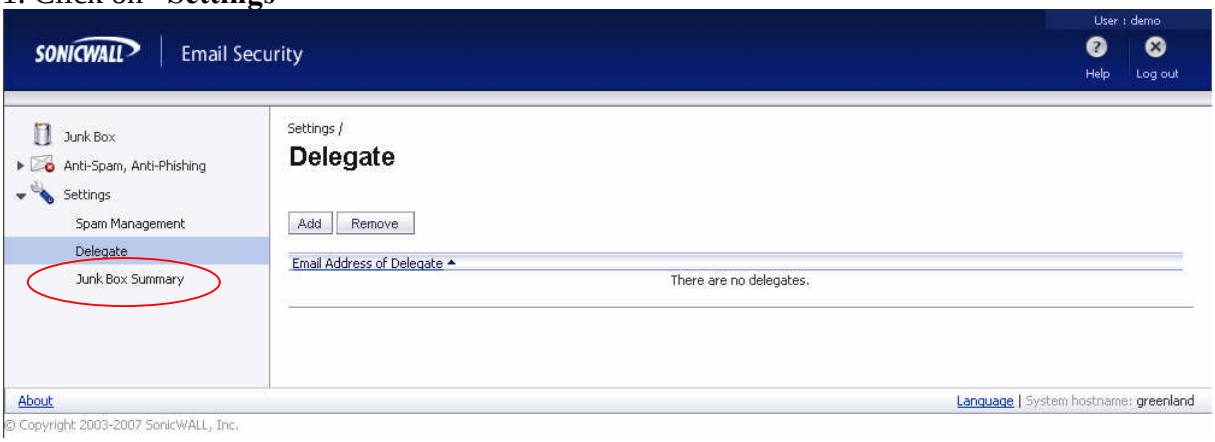
Note: The delegate must be already activated for antispam-filtering to be able to logon in to your Junk Box. The delegate logs on to his own Junk Box. On the bottom left in his Junkmailbox, he can change to your Junkbox by using the button "Sign in as a delegate"":


From
Threat
Category
Subject
Date Time Received
NewLaptop@nampa62.com Spam Get an Apple MacBook Pro Laptop - we'll pay 08/08/2007 10:28 AM
BBW@quickwhats.com Spam Meet Big Beautiful Women Online 08/08/2007 09:38 AM
m@overfixed.com Spam Schedule Your No Cost Lasik Evaluation Today=?U... 08/08/2007 02:31 AM
ruzg3w5abb@slumblamed... Spam We want to buy your house - FAST 08/08/2007 01:46 AM
ComputerSurvey@havepo... Spam I?m a Mac! I?m a PC! Which of us is the better ... 08/08/2007 01:26 AM
Picture.com@timerstra... Spam Photo Contest - Your photo could win $10,000 08/08/2007 01:05 AM
ImperialCruise@bbgab.... Spam Do you Need a vacation? Enjoy a cruise at no cost 08/08/2007 12:26 AM
ARNRewardCenter@finda... *Spam win $5,000 this hour & get 5 ringtones guarante... 08/08/2007 12:15 AM
rvzg3w5abb@confedenri... Spam We want to buy your house - FAST 08/07/2007 11:01 PM
ConfirmationDept@pere... Spam Home Depot $ Gift Card 08/07/2007 10:19 PM
Check All
Uncheck All
Delete
Unjunk
1-10 of 2482 Display 10
About | Sign in as a delegate
Language | System hostname: greenland
© Copyright 2003-2007 SonicWALL, Inc.

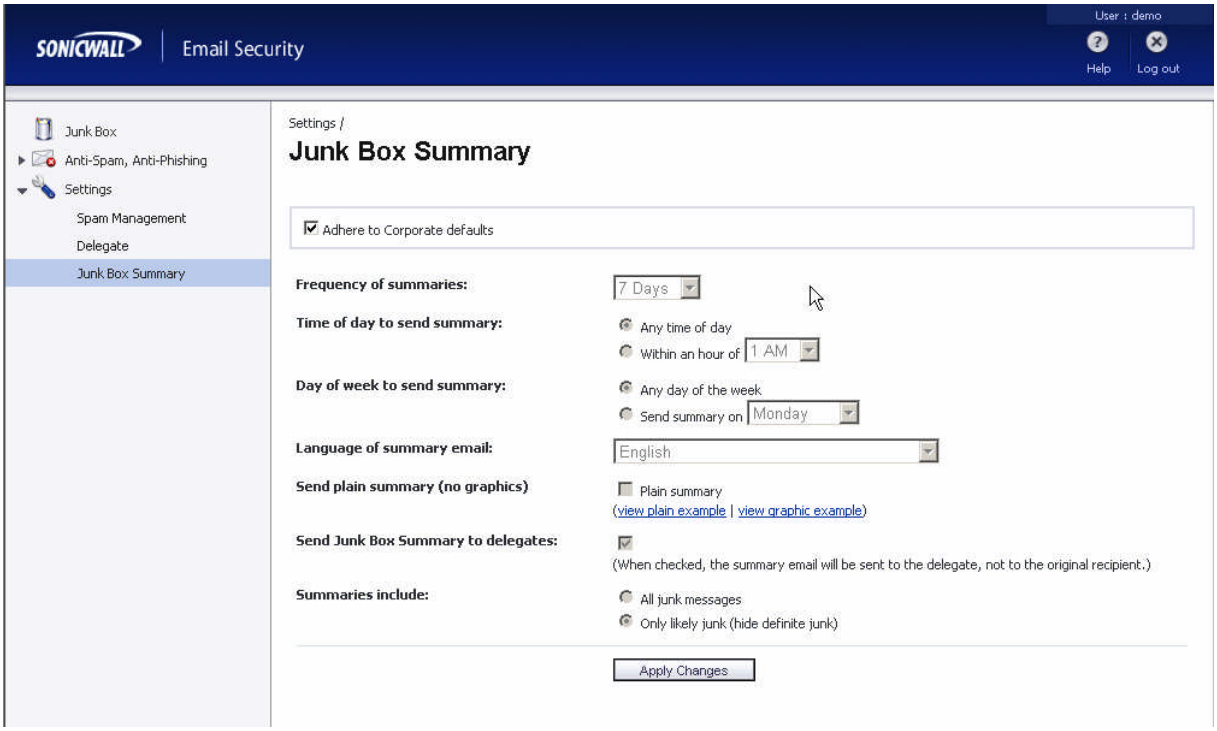
4.2 Personalized Settings for your „Junk Box Summary“ Mail

The new Antispam Tool give you the possibility to manage your junk summary settings. To change the settings, please follow the next steps:

1. Click on “**Settings**”

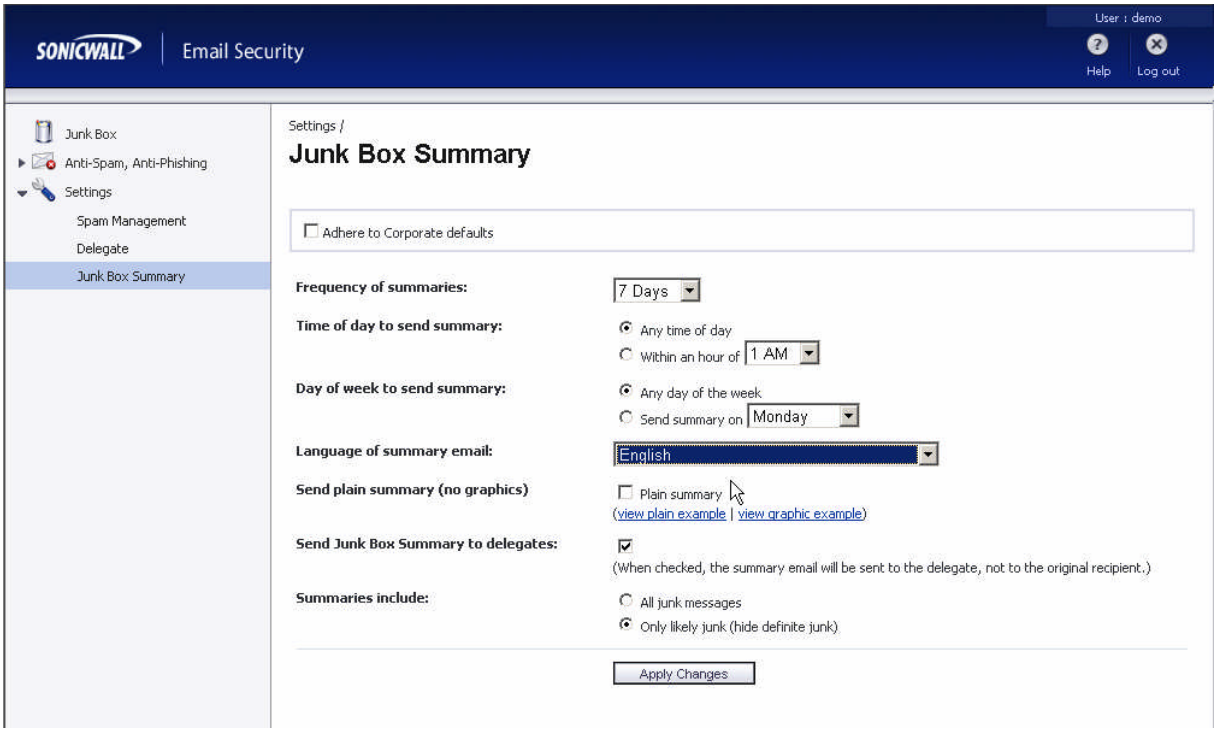


2. Switch to „**Junk Box Summary**“:



3. Remove the tick „Adhere to Corporate defaults – Group name is…..“ :

4. Now you can change
   - The frequency of the Summary Message
   - The sending time
   - The language of the Junk Box Summary Mail
   - The format of the mail (plain text without graphics or html-format)
   - Summary includes all Junk mails or only the likely Junk messages
   - Send Summary directly to delegates:

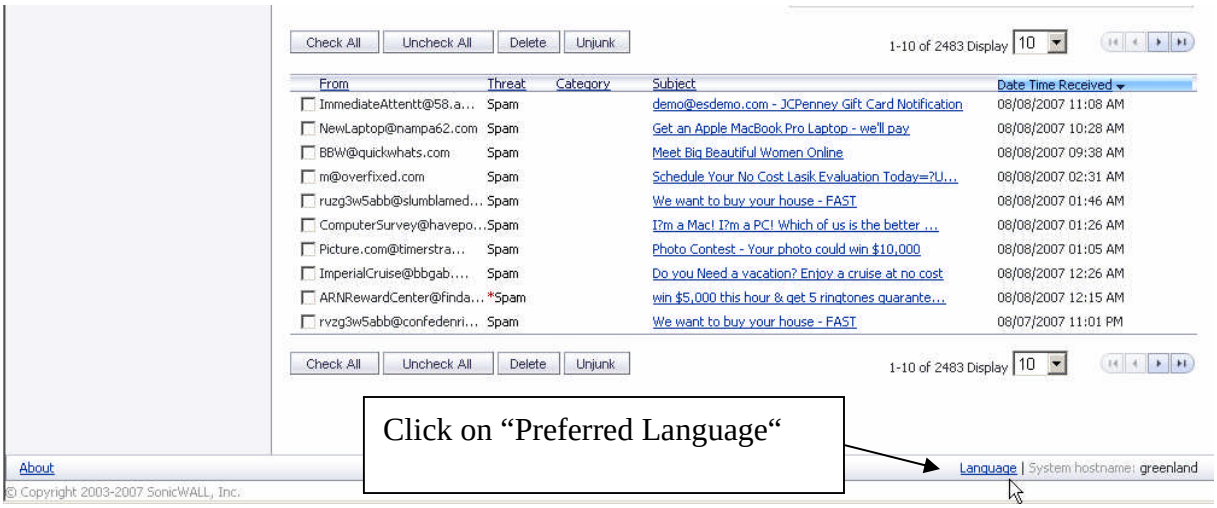


After you change the settings, please confirm with a click on "**Apply Changes**". To switch back to the default settings, please activate the tick in the "Corporate Defaults" field.

5. Change the language of your „Junk Box"

The language of your "Junk Box" belongs automatically to the language of your installed "web browser". But if you like to change the language, you can easily do it in this way:

1. Please choose the link „preferred language" on the right bottom side:


Check All
Uncheck All
Delete
Unjunk
1-10 of 2483 Display 10
From
Threat
Category
Subject
Date Time Received
ImmediateAttentt@58.a... Spam demo@esdemo.com - JCPenney Gift Card Notification 08/08/2007 11:08 AM
NewLaptop@nampa62.com Spam Get an Apple MacBook Pro Laptop - we'll pay 08/08/2007 10:28 AM
BBW@quickwhats.com Spam Meet Big Beautiful Women Online 08/08/2007 09:38 AM
m@overfixed.com Spam Schedule Your No Cost Lasik Evaluation Today=?U... 08/08/2007 02:31 AM
ruzg3w5abb@slumblamed... Spam We want to buy your house - FAST 08/08/2007 01:46 AM
ComputerSurvey@havepo... Spam I?m a Mac! I?m a PC! Which of us is the better ... 08/08/2007 01:26 AM
Picture.com@timerstra... Spam Photo Contest - Your photo could win $10,000 08/08/2007 01:05 AM
ImperialCruise@bbgab.... Spam Do you Need a vacation? Enjoy a cruise at no cost 08/08/2007 12:26 AM
ARNRewardCenter@finda... *Spam win $5,000 this hour & get 5 ringtones guarante... 08/08/2007 12:15 AM
rvzg3w5abb@confedenri... Spam We want to buy your house - FAST 08/07/2007 11:01 PM
Click on "Preferred Language"
About
Language | System hostname: greenland
© Copyright 2003-2007 SonicWALL, Inc.

2. Now you can choose one of those languages (confirm your choice with a click on "**Apply**"):